

Carnegie Theatre Trust (Workington)

The team behind the Carnegie Theatre & Arts Centre, Workington

Role: Box Office & Administration Volunteer

Reports to: Box Office and Administration Manager

Hours: **To Be Agreed**

Term: N/A

Carnegie Theatre Trust (Workington) is an independent charity that runs the Carnegie Theatre & Arts Centre. The Trust's purpose is to ensure we strive to improve the quality of the welcome and the service we give to everyone, on-stage and off.

Overall purpose of job

The safe and effective operational service delivery of the box office system (currently Ticketsolve) and ensuring the highest standards of customer care are maintained. To ensure the provision of excellent customer service to all theatre patrons, visiting companies and external ticket agencies and ensure that all revenue generating opportunities are maximised. This includes the day to day ticket sales, online payments and ancillary transactions across the box office. The post holder will assist with the delivery of a consistent, efficient, high quality box office service and the effective administration for operations across the organisation. The day to day administration of all general office systems, reporting both internally and externally, and the effective creation of contracts, documentation and files.

Direct Reports: None

Principle Responsibilities

Box Office

1. Deliver fast and efficient ticket sales via the Ticketsolve box office system to all customers. To process ticket sales and reservations for customers via telephone, online and in person, ensuring the correct procedures are followed at all times.
2. Maximise income across the organisation by cross selling, up selling and raising awareness of other products and services offered by the Carnegie Theatre & Arts Centre. This includes but is not exclusive to the sale of merchandise, workshops, room hire and vouchers.
3. Assist with group bookings for the Carnegie Theatre & Arts Centre, liaising with colleagues to ensure they are processed correctly and the necessary documentation supplied to the client.
4. Support the Box Office & Administration Manager to maintain the Box Office system.
5. Be responsible for the security of the Box Office and any monies taken, and ensure that the Box Office takings accurately balanced at the end of the shift.
6. Assist with the implementation of sales and marketing campaigns and customer research.
7. Liaise with the Carnegie management and directors, ticket agents and visiting companies.
8. Report to visiting companies on tickets sales for their productions.
9. Deal with general enquiries about the Carnegie Theatre & Arts Centre and its facilities and to pass callers and visitors to other members of staff as necessary.
10. Ensure the Box/General Office is kept tidy and clean.
11. Ensure all posters, digital screens and leaflet racks are relevant and up to date.
12. Assist the Box Office and Administration Manager to maintain stock levels of tickets, ticket wallets, stationery and publicity material, ensuring stocks are ordered in line with business needs.
13. Assist in ensuring that customer data is cleaned regularly to avoid duplicate accounts and ensure accurate records.
14. Ensure that the Box Office provides a high level of customer care at all times.
15. Responsible for a float and any monies taken during each box office shift, completing an end of day report for each working shift, ensuring all transactions and monies are accounted for.

Operations

1. Assist in the promotion and delivery of Events, Conferences, Functions, Press Nights and Fundraising Events etc.

Finance and Administration

1. Assist in the preparation of daily and weekly returns.
2. Assist with a weekly documented check on the safe floats and petty cash.
3. Ensure all banking and change requests are done in a timely fashion.
4. Ensure cash and security policies and financial procedures are adhered to.
5. Assist in the administration of an effective system of purchase ordering.
6. Assist in ensuring stationery supplies, office equipment and systems are in place to support the business.
7. Undertake general administration duties.
8. Any other duties as designated by management.

Customer Focus

1. Deal with enquiries and complaints from members of the public, user groups and other sources in a positive and receptive manner, escalating such matters when necessary.
2. Develop and maintain effective functional relationships with colleagues, volunteers, trustees and specialist advisors, the public and relevant external agencies to include arts organisations, promoters, performers and facility hirers.

Venue

1. Move tables, chairs and other equipment as per user and activity requirements and to ensure the clean and presentable condition of all areas of the building being used by hirers and the public. This may occasionally involve light cleaning duties.

Generic Responsibilities

1. Adhere to the Trust's policies on disciplinary and equal opportunities.
2. Co-operate with and support corporate procedures and initiatives, including appraisal and staff training and development.
3. Contribute throughout to the promotion of the Trust and to the furtherance of its Aims and Objectives.
4. At all times treat customers and colleagues with politeness, respect and consideration and promote customer care throughout.

Health & Safety

1. Ensure compliance with all statutory guidance for Fire, Security, Health and Safety and Emergency policies, relevant licensing laws and regulations.
2. Acquaint themselves with the Trust's Health and Safety Policy and to ensure that it is practised at all times.
3. Ensure any equipment, device or clothing provided by the Trust intended to safeguard employees against risk of injury or ill health is kept in such a manner as to ensure its effectiveness.
4. Report all accidents, dangerous occurrences and near misses to the person who is immediately senior to them or to the person to whom they normally report.
5. Co-operate with the Trust in meeting its statutory obligations with regard to Health and Safety at Work Legislation.